

Silver Spring Library Advisory Committee

Minutes

January 23, 2017

Members Present: Dana M. Anderson, Loretta Argrett, Paulette Dickerson, Joan Flaherty, Mel Greberman, Barbara Milton, Mary Ann Nyamweya, Chris Richardson, Jaime Robles, Jennifer Thornton, and Eric Weiner.

Members Absent: David Benack, Jill Brantley, Rodney Elin, Minnedore Green, Rob Groenendaal, James Modrick, Audrey Schlesinger, Linda Siegenthaler, Helen Spence.

Others Present: Uzoma Onyemaechi, Library Manager: Deborah Brooks, Library Board Liaison; Kathlin Smith, FOL; Rita Gale and Anita Vassalo from MCPL Administration; Parker Hamilton, MCPL Director. Burney Simpson, Guest.

1. Call to Order and Introductions. The meeting was called to order at 7:35 by Jaime Robles, Chair.

2. Approval of Minutes of December 19, 2016. Motion to approve moved and seconded. Minutes unanimously approved, with the spelling corrected for Mary Ann Nyamweya.

3. Special Guest – Parker Hamilton, MCPL Director.

a. Patron Observation & Anecdote Report Project. Parker Hamilton explained the need to delay this project while Silver Spring Public Library is undergoing a leadership transition. She noted that it's been three years since the last county wide customer survey. MCPL is eager to re-launch the customer survey project. She will consider whether the Silver Spring Library would serve as the pilot location.

MCPL Service Administrators Rita Gale and Anita Vassalo elaborated on the processes used for soliciting feedback from different age groups, library organizations and online resources that are sometimes national in scope. Suggestion: three very basic questions, e.g., (1) How did we do today? (2) Best part of your experience? (3) What didn't you find today?

Other ideas: (a) white board posted on floors; (b) comment section on MCPL website; (c) funnel email questions via library website. Hamilton envisions a Denny's approach to customer service – "How did we stack up today?" Deborah Brooks affirmed that older patrons generally favored written-out comment cards vs. electronic interfaces preferred by younger ones. She also noted the importance of branch-specific, rather than solely countywide, customer feedback.

Director Hamilton says the library patron survey should be interactive, and the LAC is to be a part of the process. Survey also to be taken to other community/civic organizations. Target date: 10 weeks – April 17th SSLAC meeting.

b. Lion and Mouse Sculpture. Rita Gale summarized the Lion and Mouse sculpture's history. SSLAC has noted the sculpture languishing in its current location due to a lack of visibility and thus proposes that it be moved to a more suitable location. Three possible locations: Elevated steps on the main floor; Wall near outside walkway leading to Kefa Café; Bonifant & Fenton Streets: green patch. Relocation cost to be considered. Director Hamilton will consider each proposed location and report back to the SSLAC at the April meeting.

Director Hamilton will attend the April 17 LAC meeting and present her report on these items.

4. Reports

a. Arts & Literary Events – Eric Weiner. Sub-committee Chair Eric Weiner reported that February's book event will feature [*Place Not Race*](#), by Georgetown law professor Sheryll Cashin on February 23, 2017. Promotion is needed – MCPL's Public Information Office, the Washington Post's Local Living section in their Thursday edition, and Director Hamilton offered to help with her resources; Eric to follow-up with her. The topic for March's book event might possibly be a Silver Spring history panel, while Michael Farquhar's book [*Bad Days in History: A Gleefully Grim Chronicle of Misfortune, Mayhem, and Misery for Every Day of the Year*](#) – published by National Geographic Books - is lined up for April's book event.

b. Library Manager—Uzoma Onyemaechi.

COLLECTION/STAFF -

New books covering all genre and ages added. We keep weeding our collection to make room for newer ones and be more responsive to the community. We have a new Senior Librarian/Assistant Manager, Ms. Cindy Gil, who comes from the New York Public Library System. About 600 new library cards issued last month.

FACILITY -

Facility Issues are being taken care of. Test of the fire system earlier in the day went well.

Total foot traffic of approximately 73,000 (i.e., 36,500) customers for the month of December, 2016.

PROGRAMMING -

We hosted MCPL's MoComCon last Saturday and it was a huge success.

Gandhi Brigade is conducting a special 12-week program on graphic design for High School Students.

Our Homework Help program kicks off this Thursday, January 26, 2017

Some ongoing programs -

Storytimes (Tuesday & Wednesday and one Saturday a month); Amharic Storytimes, STEM; Alzheimer's Association, Non-Traditional Board Games, Spanish Meditation, Chess Club, Silver Spring Artist's Meetup, Citizenship Preparation, and English Conversation Club. Manager's Report is attached to these Minutes.

c. Library Board Liaison—Deborah Brooks.

Library Board activities included the Joint Budget Strategy Meeting of the Board, LAC members and FOLMC chapter members on January 11 at the Silver Spring Library; six candidates were interviewed for Board membership. Six Branch Managers will transfer between branches. January 28 is Library Lovers Month kick off, and January 25 is the CE FY18 Budget Forum at the Silver Spring Civic Building. Liaison's Report is attached to these Minutes.

d. Friends of the Library Silver Spring President—Kathlin Smith.

February is Library Lovers Month and the Silver Spring chapter is supporting three programs on Jan. 28, Feb. 4, and Feb. 11. An order will soon be placed for additional elements for the Early Literacy Center which will include a book mobile with interactive elements and a tall whirligig. Target date is by the end of 2017 or early 2018.

Book Sale on Saturday, March 11, from noon-4 pm. LAC Volunteers welcome.

e. Chair's Report—Jaime Robles.

Two members, Emine Duruk and David Benack, have resigned from the LAC. The Chair reminded members of their duty to attend monthly meetings. Due to work related professional demands on her time, Jill Brantley has resigned as Secretary of our LAC; a new Secretary is needed. The LAC has been invited to speak at three civic/religious organizations: North Hills of Sligo Creek Civic Assoc., Feb. 6; Tifereth Israel Congregation, April 1; Northwood Four Corners Community Assoc., April 12. The Chair asked our Board Liaison about the process for making someone an Honorary member of the LAC. The Chair again asked about the LAC of having a link to its own webpage on the Silver Spring Library homepage. Anita Vassalo suggested it was feasible. Director Hamilton stated she would soon report back on this.

Meeting Adjourned at 9:07 p.m.w